



VETERANS HEALTHCARE SUPPLY SOLUTIONS

13949 ALVAREZ ROAD, STE 300, JACKSONVILLE, FL 32218

GSA TERMS AND CONDITIONS

Our Goal at VHSS is to achieve 100% Customer Satisfaction with every shipment.

YOUR BUSINESS IS MOST APPRECIATED!

EFFECTIVE April 1, 2018

CONTRACT: 47QSWA18D002W DUNNS: 96-489-9483 CAGE: 65HC5 TIN 27-3260119

PAYMENT TERMS: NET 30 DAYS. INFORMATION FOR ORDERING OFFICES: PROMPT PAYMENT TERMS CANNOT BE NEGOTIATED OUT OF THE CONTRACTUAL AGREEMENT IN EXCHANGE FOR THE OTHER CONCESSIONS. GOVERNMENT PURCHASE CARDS ARE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD. CONTACT CONTRACTOR FOR LIMIT.

MINIMUM ORDER: \$25.00

PLACE AN ORDER: CREATE AN ELECTRONIC DELIVERY ORDER ON GSA ADVANTAGE DATABASE OR CONTACT VHSS AT 904-638-5519, Fax 904-638-5522 OR EMAIL: GSAORDERS@VHSS1.COM

FOB POINT: ORIGIN

TIME OF DELIVERY: SHIPPED 30-120 DAYS AFTER RECEIPT OF ORDER.

GEOGRAPHIC COVERAGE: INSERT AS AWARDED, I.E. DOMESTIC, 50 STATES, WASHINGTON, DC, PUERTO RICO, US TERRITORIES AND TO A CONUS PORT OR CONSOLIDATION POINT FOR ORDERS RECEIVED FROM OVERSEAS ACTIVITIES OR GIVE DETAILS AS NEGOTIATED.

CARRIER CLAIMS: ALL CLAIMS FOR SHIPPING DAMAGE AND SHORTAGES IN SHIPMENT MUST BE NOTED ON THE CARRIER FREIGHT RECEIPT AT TIME OF DELIVERY. ANY CUSTOMER CARRIER DIRECT BILLED FREIGHT CLAIMS MUST BE FILED BY THE CUSTOMER WITH THE APPROPRIATE CARRIER.

DISCREPANCIES: ANY DISCREPANCY - SHORTAGE, OVERAGE, CONCEALED DAMAGE, INCORRECT PRODUCT - MUST BE REPORTED WITHIN 3 BUSINESS DAYS.

RETURNED GOODS POLICY: RETURN MERCHANDISE AUTHORIZATION (RMA) IS REQUIRED FOR ALL RETURNS. ALL RETURNS MUST BE INITIATED WITHIN 60-DAYS OF THE ORIGINAL PURCHASE DATE.

RMA # AND RMA FORM WILL BE GIVEN BY VHSS PRIOR TO THE RETURN OF MERCHANDISE. **RMA # MUST BE VISIBLE ON THE SHIPPING LABEL AND RMA FORM MUST BE COMPLETED PRIOR TO RETURNING ANY MERCHANDISE.**

MERCHANDISE RETURNABLE FOR CREDIT ONLY: CREDIT WILL ONLY BE ISSUED ON THE ORIGINAL NET PURCHASE PRICE AND WILL BE SUBJECT TO A RESTOCKING FEE ON STOCK ITEMS WHILE NON-STOCK ITEMS ARE SUBJECT TO MANUFACTURE RETURN POLICY. ONLY ORIGINAL UNOPENED, UNMARKED/UNDAMAGED CARTONS WILL QUALIFY FOR RETURN.

WARRANTY PROVISION: STANDARD COMMERCIAL WARRANTY. CUSTOMER SHOULD CONTACT CONTRACTOR FOR A COPY OF THE WARRANTY.